

16 Dec 02

HQ Air Force Personnel Center

Benefits and Entitlements Service Team (BEST)

Welcome to the Benefits and Entitlements Service Team (BEST)

What Can We Do For You?

We can assist you in obtaining up-to-date information using state-of-the-art technology in the following program areas:

Thrift Savings Plan (TSP)

Federal Employees' Health Benefits (FEHB)

Federal Employees' Group Life Insurance (FEGLI)

You will be able to find out about your basic employee benefits and keep up-to-date on legislative issues simply by using a touch-tone phone or Internet to contact BEST. Access to the system requires you enter your social security number followed by a Personal Identification Number (PIN). Initially, your PIN will be a four-digit number equivalent to your month and year of birth (MMYY). For security purposes, once you access the system, you will need to change your PIN to a six-digit number of your choice that complies with the security guidelines voiced in the system. The first time you access the BEST web automated system, you will need to establish a User-ID and password. This is different than your SSN and PIN needed to access your personnel records. To do so, you will first access the Employee Benefits Information System (EBIS) at http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm, and then click on "Enter the AFPC Secure Web Site Login." You will automatically be taken to the "AFPC Secure Web Sites Login" page where you will create your User-Id and password by clicking on "Civilian." You will be required to enter your SSN, date of birth, service computation date for leave (SCD-Leave), pay plan, pay grade, and pay step. (Use your most recent Leave and Earnings Statement (LES) to obtain this information.) Once the system verifies this information, it will permit you to establish your User-Id and password. The User-Id will default to the first four letters of your last name and the last four digits of your SSN, unless you change it. You will then be taken back to the AFPC Secure Web Sites Login page where you will input your newly created User-Id and password and click on EBIS. This will take you to the main menu of the BEST web automated system where you may obtain personal information, complete benefit transactions, or annuity estimates. If you have not established a PIN, you will need to first establish it by clicking on PIN. Then, you can access any of the benefit areas to complete your transaction by clicking on the appropriate menu option and entering your SSN and PIN when requested.

HOW THE BEST AUTOMATED SYSTEM WILL WORK FOR HEALTH BENEFITS, LIFE INSURANCE, AND THRIFT SAVINGS PLAN SERVICES

You will:

- Access the automated system by phone or web. If calling within the United States, you will dial 1-800-997-2378, or commercial 527-2378 within the San Antonio area. If you are located overseas, you will dial a toll-free direct access number, obtainable from your servicing Civilian Personnel Flight (CPF). You can access the EBIS web system at http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm.
- Select the appropriate program area on the menu completing benefits transactions or obtaining desired information.
- Obtain general and personal benefits information or conduct your benefits and entitlements elections and changes, as applicable.
- Speak with a benefits counselor *by phone*, if additional information is required.
- Verify your benefits election on your Leave and Earnings Statement.

HOW THE AUTOMATED SYSTEM WILL WORK FOR OBTAINING ARTICLES AND FAX-BACK DOCUMENTS

You will:

- Obtain faxback documents through the phone and obtain web articles through the BEST homepage or the web automated system. You can print web articles from your computer.
- Within the phone system, you will select “6” for faxback documents; order the faxback menu; then select the document of your choice from the list of available documents.
- Enter your commercial fax number, and you will receive the faxback document.

HOW THE BEST SYSTEM WILL WORK FOR RETIREMENT SERVICES

BEST does not provide retirement services for you. However, you may still use our automated systems to obtain retirement estimates and retirement information.

- Access the automated system by phone or web using your SSN and PIN.
- Select the appropriate menu area for “retirements” within the telephone or web.
- Obtain general and personal information on your retirement system and your retirement benefits.
- Receive immediate retirement estimates.
- Review faxback documents and web articles for additional retirement information.
- Attend retirement seminars at your local base.
- Receive retirement counseling from your local Civilian Personnel Flight (CPF).
- Send your retirement forms to your local CPF.

HOW THE SYSTEM WORKS FOR SURVIVOR BENEFITS SERVICES

BEST does not provide survivor benefits services for you. Instead, you will contact your local Civilian Personnel Flight for advisory services and claims assistance.

HOW THE PROCESS WORKS FOR OBTAINING BENEFIT NEWS

You can obtain benefits news and updates from the BEST homepage.

- Access the BEST website at <http://www.afpc.randolph.af.mil/dpc/BEST/menu.htm>
- Click on "What's New" for important benefits information.

THE BENEFITS AND ENTITLEMENTS SERVICE TEAM IS GOOD FOR YOU!

Our goal is to provide you with quality and timely customer service. The Air Force Personnel Center Benefits and Entitlements Service Team (BEST) will provide the operational support services you need. We have replaced manual benefits and entitlements processing with currently available Call Center technology. This technology allows your personal involvement by allowing access to your personal benefits information and the ability to conduct transactions via electronic means. The system was designed for you. You will be able to access the BEST Automated System by phone and web 24 hours a day, 7 days a week with the following exceptions. both systems are unavailable on Saturdays from 8:45 p.m. - midnight CST for database backup, and the web system is unavailable on Sundays from 7 a.m. - 10 a.m. CST for maintenance of the AFPC homepage. If you need assistance, you may speak to a Benefits Counselor by calling our telephone automated system and pressing zero (0) within any of the benefits areas such as 1 for health benefits, 2 for retirement, 3 for Thrift Savings Plan, and 4 for life insurance. Benefits Counselors are available Monday-Friday, 7 a.m. - 6 p.m. CST.

WHY IS IT A GOOD THING FOR YOU?

- Easier and immediate access to current and complete information
- Automated system ensures benefits and entitlements accuracy is increased
- Convenience - You are in control of your benefits and entitlements transactions

HQ AFPC/DPCMB
550 C Street West Suite 57
Randolph AFB TX 78150-4759

BEST Phone Numbers:
1-800-997-BEST (2378) or Commercial 527-2378 (Local)
Overseas Employees: Dial an MCI or AT&T Direct Access Number (obtain from CPF)

TDD Numbers:
1-800-382-0893 or Commercial 565-2276 (Local)

Fax Number:
DSN 665-2936 or 210-565-2936

AFPC Web Sites:

AFPC/DPC Homepage: <http://www.afpc.randolph.af.mil/dpc>

BEST Homepage: <http://www.afpc.randolph.af.mil/dpc/BEST/menu.htm>

EBIS Web Application: http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm